

IN THE CLAIMS:

Please amend Claims 1, 7, 8, 13, and 16, cancel Claims 10, 11, 14, and 17, and add Claims 18-22.

The following is a complete listing of claims and replaces all prior versions and listings of the claims in the present application:

1. (Currently Amended) A computer-implemented method for facilitating an automated redemption of an unused ticket, comprising steps of:
  - setting, via a computer system, an aging period;
  - identifying, via a computer system, a scheduled date of an issued ticket;
  - adding, via a computer system, the aging period to the scheduled date;
  - determining at the scheduled date plus the aging period whether all or a portion of the issued ticket ~~has been used~~ is unused;
  - if all or a portion of the ticket has not been used,
    - identifying the issued ticket as an unused ticket and setting a ticket status field in a table;
    - comparing information in an invoice table and a central reservation system database to determine at least one of a use of the ticket and a change to the ticket;
    - calculating a residual value of the ticket based on a contract term associated with the ticket and any changes to the ticket or partial use of the ticket;
    - storing the residual value in the invoice table;
    - comparing the residual value to a minimum threshold for presenting a ticket redemption offer to a client;

~~calculating, via a computer system, a redemption value of the unused ticket and setting a redemption value field in the table; and~~

generating a report based at least in part on the table and the comparing the residual value step; and

transmitting the report to at least one of a client travel agency and a client of the unused ticket.

2. (Previously Presented) The method of claim 1, further comprising a step of processing, by the client travel agency, a refund of the unused ticket.

3. (Canceled)

4. (Previously Presented) The method of claim 1, further comprising a step of collecting ticket data from a financial transaction account, wherein the ticket data is used to determine an issued ticket for any of a plurality of selected purchasers.

5. (Previously Presented) The method of claim 1, wherein the ticket is at least one of a paper ticket and an electronic ticket.

6. (Previously Presented) The method of claim 1, further comprising a step of separating non-refundable tickets.

7. (Currently Amended) The method of claim 1,

wherein the ticket is an electronic ticket that includes a plurality of data fields, and

wherein the step of calculating further includes communicating the plurality of data fields to a customer service tool and receiving the ~~redemption~~ residual value from the customer service tool.

8. (Currently Amended) The method of claim 1, wherein the step of identifying, via a computer system, a scheduled date of an issued ticket, is based upon an analysis of at least one of a client travel agency database and a global distribution system.

9. (Previously Presented) The method of claim 1, wherein the ticket corresponds to any of a plurality of selected purchasers.

10. (Canceled)

11. (Canceled)

12. (Previously Presented) The method of claim 1, further comprising:

collecting said scheduled date of said issued ticket and identifying whether said issued ticket has been used using a plurality of central reservation system databases.

13. (Currently Amended) A computer ~~system~~ readable medium according to claim [[10]] ~~18, the control logic further including:~~ further comprising instructions for

~~executing the step of seventh computer readable program code for causing the processor to collect~~ing said scheduled date of said issued ticket and identifying whether said issued ticket has been used using a plurality of central reservation system databases.

14. (Canceled)

15. (Previously Presented) The method of claim 1, wherein a third party issuing agency is notified that the unused ticket was purchased with a charge card.

16. (Currently Amended) A computer ~~system~~ readable medium according to claim [[10]] ~~18, the control logic further including: wherein seventh computer readable program code for causing the processor to notify a third party issuing agency is notified~~ that the unused ticket was purchased with a charge card.

17. (Canceled)

18. (New) A computer readable medium storing instructions for executing the following steps:

setting an aging period;

identifying a scheduled date of an issued ticket;

adding the aging period to the scheduled date;

determining at the scheduled date plus the aging period whether all or a portion of the issued ticket is unused;

if all or a portion of the ticket has not been used,  
identifying the issued ticket as an unused ticket and setting a ticket status  
field in a table;  
comparing information in an invoice table and a central reservation system  
database to determine at least one of a use of the ticket and a change to the ticket;  
calculating a residual value of the ticket based on a contract term  
associated with the ticket and any changes to the ticket or partial use of the ticket;  
storing the residual value in the invoice table;  
comparing the residual value to a minimum threshold for presenting a  
ticket redemption offer to a client;  
generating a report based at least in part on the table and the comparing  
the residual value step; and  
transmitting the report to at least one of a client travel agency and a client  
of the unused ticket.

19. (New) The method of claim 1, wherein the ticket redemption offer includes  
at least one of an alternative ticket, a discounted alternative ticket, and a form of value  
offered to be provided in exchange for, or in lieu of, a redemption credit.

20. (New) The method of claim 1, wherein the ticket redemption offer is a  
redemption credit.

21. (New) A computer readable medium according to claim 18, wherein the ticket redemption offer includes at least one of an alternative ticket, a discounted alternative ticket, and another form of value offered to be provided in exchange for, or in lieu of, a redemption credit.

22. (New) A computer readable medium according to claim 18, wherein the ticket redemption offer is a redemption credit.